

W-01303A-07-0209

ORIGINAL



0000084227

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      68006

Date: 4/18/2008

Complaint Description:      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

Complaint By:      First:      Last:  
                                 **Vivian**      **Ridenour**

Account Name:      Vivian Ridenour      Home: (000) 000-0000

Street:      n/a      Work:

City:      Sun City      CBR:

State:      AZ      Zip: 85351      is:

Utility Company:      **Arizona - American Water Company**

Division:      Water

Contact Name:      Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-01303A-07-0209 \*\*\*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

This person called Chairman Gleason's office wanting to leave comments in opposition to the proposed fireflow surcharge in Sun City, AZ.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter.

\*End of Comments\*

Date Completed: 4/18/2008

Opinion No.    2008 - 68006

Arizona Corporation Commission

DOCKETED

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AZ CORP COMMISSION  
DOCKET CONTROL

2008 APR 21 A 10:06

RECEIVED

W-01303A-07-0209

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2008 68005**

**Date:** 4/18/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Jean & Art **Last:** Brenn

**Account Name:** Jean & Art Brenn

**Home:** (000) 000-0000

**Street:** n/a

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ **Zip:** 85351

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

\*\*\*\*\* W-01303A-07-0209 \*\*\*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

This person called Chairman Gleason's office wanting to leave comments in opposition to the proposed fireflow surcharge in Sun City, AZ.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and with the Docket in this matter.

\*End of Comments\*

**Date Completed:** 4/18/2008

**Opinion No. 2008 - 68005**

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68004

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Eugene Last: Wengler

Account Name: Eugene Wengler

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-01303A-07-0209 \*\*\*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

This person called Chairman Gleason's office wanting to leave comments in opposition to the proposed fireflow surcharge in Sun City, AZ.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter.

\*End of Comments\*

Date Completed: 4/18/2008

Opinion No. 2008 - 68004

W-01303A-07-0209

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 68007

Date: 4/18/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Albert Last: Wells

Account Name: Albert Wells

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Electric

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-01303A-07-0209 \*\*\*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

This person called Chairman Gleason's office wanting to leave comments in opposition to the proposed fireflow surcharge in Sun City, AZ.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with the Docket in this matter.

\*End of Comments\*

Date Completed: 4/18/2008

Opinion No. 2008 - 68007

W-01303A-07-0209

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008 - 68003

Date: 4/18/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Myron

Noben

Account Name:

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company. Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*REFERRED BY CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*  
OPINION OPPOSED: DOCKET NUMBER W-01303A-07-0209

4/18/2008

Email from customer:

Dear Chairman Gleason,

My support favors the position of the Sun City Taxpayers Association requiring AZ-AM to front the investment cost up-front. Also, a equitable arrangement is needed to distribute increased rates to actual locations of fire flow hydrant. One of our main concerns was proper fire protection and it would seem we have already paid for that improvement..

Myron Noben

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

4/18/2008 Submitted to Docket Control

4/18/2008 Email to customer:

Dear Myron Noben,

W-01303A-07-0209

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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Your opinion regarding the Arizona American Water Company ("AAWC") rate application and fire flow proposal sent to Chairman Gleason's office has been assigned to me. Your opinion has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC application.

The concerns raised in comments from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please feel free to call at 1-800-222-7000.

Thank you,

Alaina Braddy  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed:** 4/18/2008

**Opinion No.** 2008 - 68003

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W-01303A-07-0209

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008

**68009**

**Date:** 4/18/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Vicki**

**Schordje**

**Account Name:**

Vicki Schordje

**Home:** (000) 000-0000

**Street:**

n/a

**Work:**

**City:**

Sun City

**CBR:**

**State:**

AZ

**Zip:** 85351

**is:**

**Utility Company:**

**Arizona - American Water Company**

**Division:**

Water

**Contact Name:**

Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-07-0209 \*\*\*\*\*

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

Dear Commissioner Gleason,

I am a full time resident of Sun City. I oppose the Fire Flow Project for the simple reason that it would unfairly burden the citizens of Sun City. The Arizona-American Water company (a privately owned company) wants Sun City residents to pay the greatest cost for the project, even though the Youngtown residents would receive the greatest so called benefits. AZ-AM claims they did a survey and received 2,500 positive responses. No one I've spoken to in Sun City has heard of the survey. We do not want the project nor do we want increases in our water bills...for a service we don't need. Installing unneeded fire hydrants in Sun City is not the answer to Youngtown's problem.

Please do not approve this unneeded project.

Sincerely,

Vicki Schordje

dvschor@cox.net

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Responded with the following e-mail -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 4/18/2008**

**Opinion No. 2008 - 68009**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sun City resident's position.

I am a Homeowner Association Board member, but I speak primarily for myself and my wife in this matter. I am Treasurer of the Bolfor 103 Condo Assn. of Sun City.

There are a number of residents in Sun City who are well to do, but I believe the majority of us are living from month to month on pensions that are limited in annual increases. I know one of mine receives an annual increase, but the other has not in several years. And, Social Security increases about as much as the increase in the cost of Medicare. I know that over recent years, I have apparently been using portions of our savings to live without purchasing new cars and upgrading our home.

I appreciate your difficult position to mediate these matters, but I believe this is a case of the large corporation tramping on the daily lives of residents not affected by the project.

Sincerely,

Richard B. and Elizabeth E. Murphey  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following letter via e-mail:

April 18, 2008

Richard and Elizabeth Murphey  
[REDACTED]  
[REDACTED]

Dear Mr. & Mrs Murphey;

Your e-mail comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-07-0209  
\*End of Comments\*

Date Completed: 4/18/2008

Opinion No. 2008 - 68032

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